



OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A & E),
GUJARAT,
Race Course Road, Rajkot-360001

Phone No: 0281-2441600-06 (PBX) Fax No: 0281-2456238

Date: 27/02/2023

**Subject : Comprehensive Annual Maintenance Contract and Rate Contract for IT Assets
for the year 2023-24.**

Sir,

This office is desired to award a Comprehensive Annual Maintenance Contract (AMC) and Rate Contract of refilling Cartridges for the year 2023-24 from the date of signing the Contract.

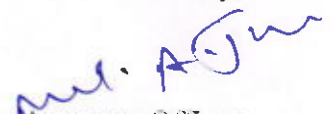
- (a) The details of various IT Assets like Desktop Computers, Laptops, various Printers and other IT peripherals for which AMC for the year 2023-24 is required as per Annexure- "A"
- (b) The Rates of charges for refilling cartridges and replacement of PC Rolls and Drums as per Annexure- "B".
- (c) Further, the vendors should submit their quotations considering the terms and conditions as per Annexure- "C".

The bid offer letter should be submitted in a sealed cover, so as to reach the undersigned on or before 11AM, 09/03/2023. The bid documents are also available on <https://cag.gov.in/ae/gujarat/en/tenders>.

Thanking you.

Encl.: As above

Yours Faithfully.


Sr. Accounts Officer

Annexure – ‘A’

List of all IT Hardware items under Comprehensive Annual Maintenance Contract for the year 2023-24

Comprehensive Rate per item should be quoted against each hardware as detailed below:

Sr. No.	Particulars	Quantity under AMC for whole year i.e. 2023-24	Quantity under AMC on pro-rata basis, as warranty will be expired during the year 2023-24	Total Quantities under AMC for 2023-24
1.	Desktop Computers	111	NIL	111
2.	Servers	11	NIL	11
3.	LaserJet B/W Printers	56	NIL	56
4.	LaserJet Colour Printers	02	NIL	02
5.	LaserJet All-in-one Printers	07	NIL	07
6.	Inkjet Colour Printers	01	NIL	01
7.	Dot Matrix Printers	06	NIL	06
8.	Line Printers	03	NIL	03
9.	Multifunction Network Colour Printer	01	NIL	01
10.	Multifunction Network Printer	02	NIL	02
11.	Multifunction Photo Copier	01	NIL	01
12.	Scanners	03	NIL	03
13.	Laptops	11	NIL	11
14.	Network Switches	22	NIL	22
15.	Projector	01	NIL	1
	Total Quantities	238	0	238

ANNEXURE – ‘B’

List of various cartridges which will be required to be refilled in various printers installed in our office.

Rates for cartridge refilling charges and drum replacement charges of the following cartridges for the year 2023-24

Sr. No	Cartridge Name	Refilling charges per unit	Drum replacement charges per unit
1.	HP 88/A		
2.	HP 12/A		
3.	HP 53/A		
4.	HP 78/A		
5.	HP 36/A		
6.	HP COLOR 126/A		
7.	CANON 328		
8.	WEP RIBBON		
9.	TN-1020		
10.	TN-2365		
11.	TN-3448		
12.	SP 200HS Ricoh		

Purchase price of

1. All types of Drums Rs. _____
2. All types of PCR Roll Rs. _____

Annexure-C

Annual Maintenance Contract of various IT Hardware i.e. Desktop Computers, Servers, Printers and other IT Peripherals and Networking Device etc. for the Year 2023-24

Invitation to bid:

1. Quotations/Bids are invited for providing Comprehensive maintenance services for Computers, peripheral and Networking installed at the Office of the Principal Accountant General (A&E), Gujarat, Rajkot.
The details of the IT Hardware (Desktop Computers, IT Peripherals, Networking Devices etc.) are as given in Annexure-'A' attached to this document. The actual number may either increase or decrease at the time of commencement of contract or at any time during the contract period. Any of the above hardware systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at *pro rata* basis. Similarly, equipment can be added during the period of Annual Maintenance Contract and maintenance charges will be paid at pro-data basis.
2. The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit their quotation in a sealed cover, superscripted "Quotations for Comprehensive AMC of various IT Assets for the year 2023-2024". Quotation/bid should reach Sr. Dy. Accountant General/Admin, 2nd Floor, Office of the Pr. Accountant General (A&E), Gujarat, Race Course Road, Rajkot-360001" latest by 11.00AM on 09/03/2023.
3. Quotations will be opened on the 09/03/2023 at 04.00 PM in the presence of Committee Members and IT Officials in the Chamber of Sr. Dy. Accountant General (Admn). As a token of acceptance of all the terms and conditions mentioned in this document, the bidder is required to sign all the pages of this document and attach the same along with their bid. Tender/quotation with unsigned documents will be rejected.
4. The decision of the Head of this office will be final on awarding Annual Maintenance Contract on Comprehensive basis and shall be final and binding to the agency.

Scope of the work

1. The comprehensive maintenance services will consist of:
 - a) Attending to complaints raised by various departments/sections/individuals of this Office (details will be provided by IT Support Cell of this Office) on daily basis.
 - b) Onsite preventive and corrective maintenance of computers and peripherals connected in LAN of this office as indicated from time to time.
 - c) The maintenance contract will include necessary repairs to the existing installed systems as well as replacement of defective/damaged parts, components and other accessories at free of cost.
 - d) The maintenance contract also includes removal of virus, software/patch updation, in-house HDD crash recovery, system administration, network administration, software support /troubleshooting to keep the system fully operational. The agency will be

responsible for providing virus free computing environment at this Office. Agency having knowledge of Oracle 11g and SQL Server is preferable.

- e) The maintenance contract also includes repair, maintenance and troubleshooting of all LAN components.
 - f) Complete first-time installation of the software on all Servers, Desktops Computers, and Notebook/Laptops.
2. All computers, peripherals network switches and their components/parts as mentioned in Annexure-'A' attached to this document will be covered under this maintenance contract.
 3. The maintenance services will be provided on all working days from 10:00 hour to 18:30 hour (Monday to Friday). The agency shall make provide the services of service engineers on Saturdays, Sundays or other holidays in case of requirement by this office.
 4. The agency shall also carryout periodic preventive maintenance including external cleaning of equipment on quarterly basis during days and timings convenient to this office.
 5. This Comprehensive Annual Maintenance Contract is for one year i.e. from **01.04.2023 to 31.03.2024**.

General Conditions:

1. We reserve the right to increase or decrease quantities of any item of the work and the agency shall maintain the same at the rate quoted for similar hardware item.
2. No transportation charges, whatsoever shall be paid by this office for any type of services.
3. The agency should have local office at Rajkot and at-least experience of three year's at Rajkot.
4. It shall be the responsibility of the agency to ensure that sufficient number of standby equipment/components shall be kept at this office to meet the stipulated response time.
5. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, floppies, CDs, cables and batteries of Laptops the contractor will arrange all other parts/components/subassemblies including fuser assembly of laser printer free of cost.
6. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Head of this Office regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
7. The agency shall maintain adequate standby equipment of equivalent configuration for handling major repairs and requiring shifting of such equipment to their test and repair center.
8. Resident Service Engineer should report to the Sr. Accounts Officer/IT Support Cell of this office on daily basis (Monday to Friday) for review of pending complaints. An Attendance Register should be kept at ITS Cell of this office to record the presence.

Bank Guarantee:

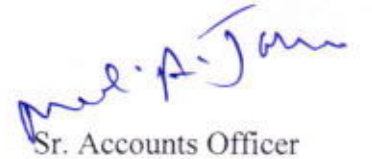
1. Performance Security @10% on the total amount of the annual maintenance contract as per General Financial Rules.

Penalty:

1. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of this Office, the maintenance contract may be terminated by this office and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of Head of this Office in this regard shall be final and binding to the agency.
2. In case of non-compliance with the contract, we reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to the damages.
3. The maximum response time for repairing the system shall not be more than one day. After continuous three days of time, if agency fails to repair system/providing equivalent standby equipment, an amount of ₹ 300.00 per system/sub-system per day as penalty will be applicable.
4. If the service engineer is not available for any reason, the agency should report IT Support Cell of this office, with prior permission by this office, the agency shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. If the agency fails to do so, a penalty of ₹1,000.00 per day will be imposed for the period of absence of each service personnel.

Payment Terms and condition:

1. The payment to the contractor will be made on quarterly basis on successful completion of each quarter against invoice with GST Number PAN number. TDS, Service tax and any other applicable taxes as per prevailing rates, will be deducted before making the payment. An amount of 2 per cent as GST will be debited from the quarterly payment.
2. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and charges applicable. No price escalation of prices shall be permitted on any ground.


Sr. Accounts Officer

O/o the Accountant General (A&E), Gujarat
Race course Road, Rajkot-360 001